**U.S. Customs and Border Protection Airport and Seaport Inspections
User Fee Advisory Committee (UFAC)**

**Recommendations from the
Process Improvements Subcommittee
June 2, 2015**

The recommendations are grouped in three categories, all reflecting the purpose of reducing current CBP hours and cost while increasing efficiency without decreasing security. Intended result is to reduce the needs for future user fee funds.

The Process Improvement Subcommittee provides the following recommendations based on the work of the subcommittee over the past 2 years.

Revenue Modernization

The Process Improvement Subcommittee provides the following recommendations focused on CBP collection of User Fee processes and methodologies that are inefficient and divert excessive Officer time from performing the Mission.

1. The UFAC recommends that CBP eliminate cash collection of fees by CBP Officers at the border.

2. The UFAC recommends that CBP undertake a review of fee collection to utilize best practice, streamline processes and eliminate outdated paper processes.

Budget

The Process Improvement Subcommittee provides the following recommendations that focus on several CBP functions that are operating with less than effective and efficient technology that negatively affects operations on the front line requiring a reassessment of allocation of available budget funds.

3. The UFAC recognizes that CBP continues to operate with outdated servers, networks, connections, and legacy stovepipe applications that may negatively impact user fee activities and recommends that CBP and other stakeholders work to reverse the steady decline in Information and Technology development and investment.

4. The UFAC recommends that CBP continue to utilize advances in technology to upgrade its Radiation Portal Monitoring equipment to further eliminate false positives which impact activities funded by user fees and reduce fluidity of cargo crossing the border.

Resource Optimization

The Process Improvement Subcommittee provides the following recommendations from observations and user knowledge of CBP operations focusing on specific issues where alternative utilization of resources would yield improved cost/benefit results.

5. The UFAC recognizes that CBP has made significant efforts in optimizing resources to get CBP Officers back on the front line to focus on user fee funded operations and recommends that CBP continue to seek efficiencies such as hiring non law enforcement personnel to perform administrative and processing function currently performed by Officers.

6. The UFAC recommends that CBP expand the categories of eligible users of the Automated Passport Control Kiosks, where appropriate and while maintaining security, increasing efficiency and reducing passenger delays.

7. The UFAC recommends that CBP immediately take the steps to mandate that all trucks require eManifests. Currently approximately 30 percent of trucks not covered in the original legislation arrive at CBP Primary Inspection at the border with no notice using paper manifest documents requiring extensive extra time of Officers in primary inspection to process them while causing delay time of trucks behind them in line.

8. The UFAC recommends that CBP continue to expand trusted traveler program participation such as NEXUS, SENTRI and Global Entry to expedite processing of low-risk travelers which will result in savings that will stretch user fee use.

9. The UFAC recommends that CBP and other appropriate stakeholders encourage U.S. Citizen travelers to obtain and utilize U.S. Passport Cards to use at the Canada/U.S. land border as is currently the success case at the Mexican/U.S. border saving 24 seconds per inspection.

10. The UFAC recommends that CBP achieve cross designation authority with FDA, USDA, etc. at 24/7 Ports when personnel from those agencies are not present at the Port to eliminate current product holds overnight or weekends until those agency personnel are again on site.

11. The UFAC recognizes that CBP has made significant efforts in optimizing resources to get CBP Officers back on the front line to focus on user fee funded operations and recommends that CBP be further encouraged to increase technology to perform numerous operations to support the Mission.

12. The UFAC recommends that CBP expand its modified egress pilot to determine what processes are necessary to ensure that egress processing does not continue to adversely affect wait times while also maintaining security.

13. The UFAC recommends that CBP is urged to develop and implement the DHS Secure Transit Corridor Process that was successfully piloted in the Beyond the Border effort.

14. The UFAC recommends that CBP proceed with priority to develop implementation of the recently signed Pre-clearance Agreement with Canada to be operational when legislation is enacted to realize joint two officer co-located teams inspecting in both directions at the smaller volume Ports (40) allowing Officers to be reassigned.

15. The UFAC recommends that, with the recently signed Preclearance Agreement with Canada, CBP undertake a cost benefit analysis of joint management and joint operations at our shared land border.

16. The UFAC recommends that CBP initiate a pilot at one CSI Port to inspect off shore with no load decisions thereby protecting the ocean transit lanes, eliminating inspection upon arrival (allowing green lane offloading of containers directly to rail or truck, with the exception of statistical and random selected inspections), as well upon arrival at our shared land border to allow evaluation of outcomes and a cost benefit analysis.

17. The UFAC recommends that CBP develop a process to stream Trusted Trader trucks as we now do for NEXUS travelers to eliminate the current random arrival of trucks that causes excessive and unnecessary delay of Trusted Traders who have conformed with all of the requirements to receive a lower, cost efficient experience of border crossing. Use of a pre-processing diversion of non Trusted Trader trucks is envisioned.

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